

SONY®

VAIO® Computer ***Quick Start***

PCG-NV100 Series

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Welcome

Congratulations on your purchase of the Sony VAIO® computer. Sony has combined leading-edge technology in audio, video, computing, and communications to provide you with state-of-the-art personal computing.

Features

Here are just some of the features your VAIO® computer has to offer:

- ❑ **Exceptional performance** — Your computer includes a mobile Intel® Pentium® 4 processor-M.
- ❑ **Portability** — The rechargeable battery pack provides hours of use without AC power.
- ❑ **Wireless functionality** * — Your computer can connect to a Local Area Network (LAN) and the Internet, all without direct cable connections.
- ❑ **Sony audio and video quality** — A high-resolution LCD screen enables you to take advantage of today's advanced multimedia applications, games, and entertainment software.
- ❑ **Microsoft® Windows® operating system** — Your system includes a Microsoft® Windows® operating system.
- ❑ **Communications** — Access popular online services, send and receive e-mail, browse the Internet, and use fax features.

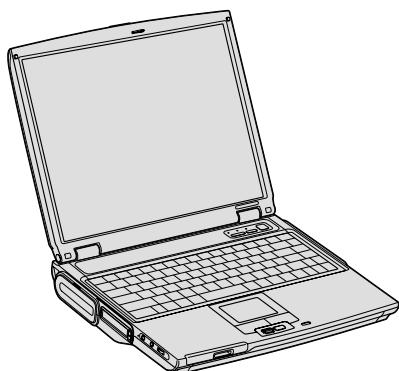
 For a complete description of the specifications of your VAIO® computer, see the VAIO® Computer Specifications supplied with your computer.

* Wireless LAN capabilities are available on selected models only.

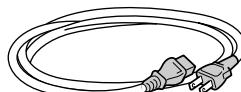
Unpacking Your Computer

Remove the following hardware items from the box:

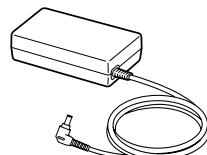
Main Unit



Power Cord



AC Adapter



Ten-Key Bay unit



Rechargeable Battery Pack



Compact Woofer Bay unit



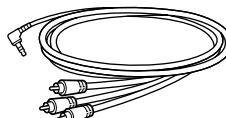
Weight Saver*



3.5" Floppy Disk Drive Bay unit



AV Cable



* Your weight saver may look different than the one shown.

Documents

- ❑ **VAIO® Computer User Guide** — A searchable online help file that contains detailed information on how to use your new computer. To access this file, click Start on the Windows® operating system taskbar, Help and Support, and VAIO User Guide.
- ❑ **VAIO® Computer Quick Start** — Contains information on unpacking and setting up your computer, the features of your computer, and how to solve common problems.
- ❑ **Microsoft® Windows® manual** — Explains how to use the basic features of the Windows® operating system installed on your computer.
- ❑ **VAIO® Computer Safety Information** — Explains notes on using your computer and offers safety tips.
- ❑ **VAIO® Computer Specifications** — An online file that details the hardware specifications and lists the installed software applications for your computer. To access this file, open the VAIO® User Guide and click on the specifications link on the Welcome page.

Software CD

- ❑ **Microsoft® Word** — Enables you to reinstall Microsoft Word to your VAIO computer, if the application becomes corrupted or is erased.

Recovery CDs

- ❑ **Application Recovery CD(s)** — Enables you to reinstall individual applications and device drivers if they become corrupted or are erased.
- ❑ **System Recovery CD(s)** — Enables you to restore the operating system and software that shipped with your computer if they become corrupted or are erased. This CD restores your computer to its original factory settings, so user data and applications installed since you started using your computer will be lost.

 To use these recovery CDs, see “Using Your Recovery CDs” in the online VAIO® Computer User Guide for information on how to use these CDs.

Other

- Packet containing special product offers
- Limited Warranty card

Registering Your Computer

Take advantage of Sony's commitment to quality customer support and receive these benefits by registering your computer:

- ❑ **Sony Customer Support** — Talk to a support representative to troubleshoot problems you may encounter with your computer.
- ❑ **Limited Warranty** — Protect your investment. See the Warranty Card for more details.

 You are prompted to register your computer the first time you turn on the unit. Follow the on-screen instructions to complete the registration process. If you are not able to register your computer during the first session, you are provided with additional registration opportunities later.

Accessing the User Guide

The online VAIO® Computer User Guide is a searchable online help file that contains detailed information on how to use your new computer. To open this file, click Start on the Windows® taskbar, select Help and Support, and click VAIO User Guide.

About Adding Memory

Depending on the configuration you purchased, your computer may accept additional memory modules. For information about installation procedures, refer to the online VAIO® Computer User Guide and print those relevant steps. The specifications supplied with your computer (online or printed, depending on the configuration you purchased) lists the amount of installed memory and required memory modules for upgrades.

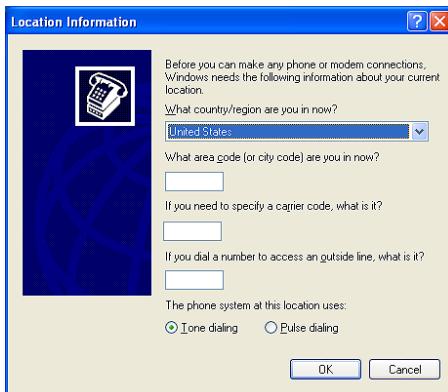
Setting up your dial-up connection

This section describes the basic steps for setting up your dial-up connection. The Connection Wizard guides you through the process of connecting to the Internet and choosing an Internet Service Provider (ISP) or setting up an existing account.

Setting up your Internet connection

- 1 Click Start, point to All Programs, Accessories, Communications, and click New Connection Wizard. The Location Information screen appears.

Location Information screen



- 2 Follow the on-screen instructions, and click OK. The Phone and Modem Options screen appears.
- 3 Select the location from where you are dialing, and click OK. The New Connection Wizard appears.

New Connection Wizard



4 Follow the on-screen instructions.

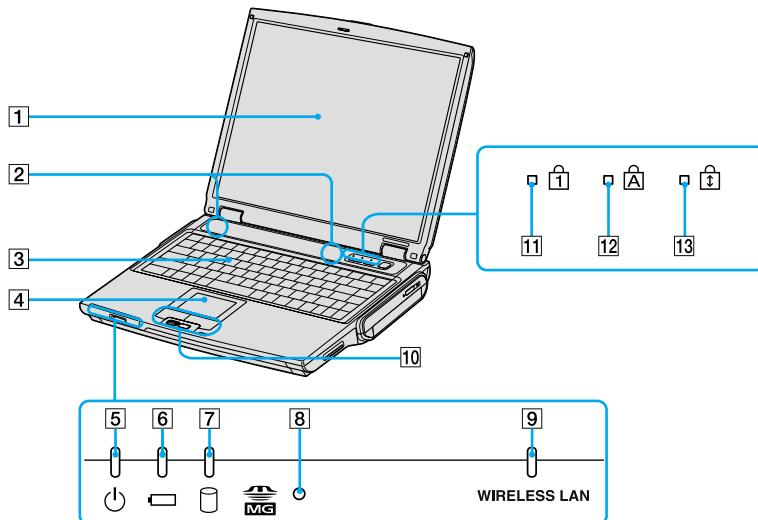
Setting Up Your VAIO Computer

This section describes all the controls and ports on your computer, how to connect your computer to a power source, and how to start and turn off your computer.

- Locating Controls and Ports
- Connecting a Power Source
- Starting Your Computer
- Turning Off Your Computer

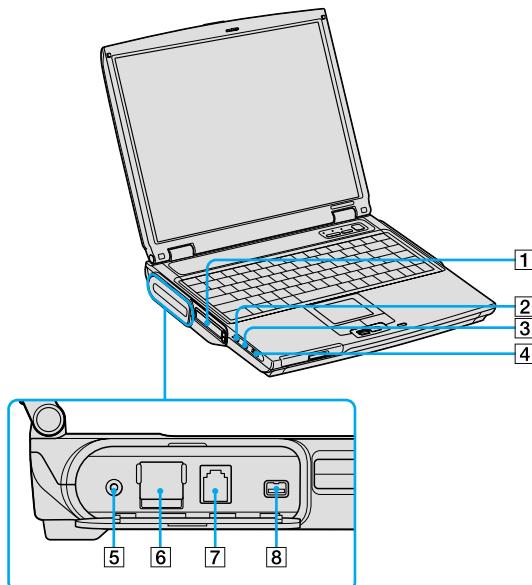
Locating Controls and Ports

Front



1	LCD (Liquid Crystal Display) screen	8	Memory Stick® media indicator
2	Speakers	9	Wireless LAN indicator*
3	Keyboard	10	Left and right buttons
4	Touchpad	11	Num Lock indicator
5	Power indicator	12	Caps Lock indicator
6	Battery indicator	13	Scroll Lock indicator
7	Hard disk indicator		

* Wireless LAN functionality is available on selected models only.

Left

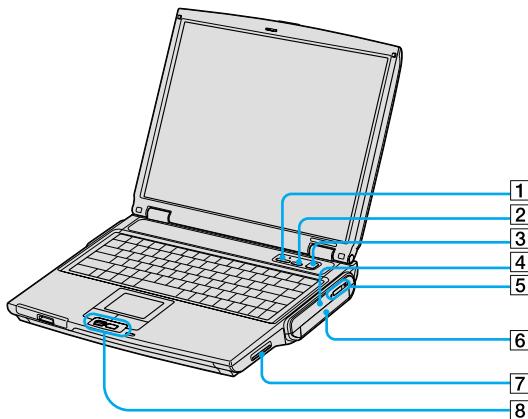
1	PC Card slot	5	AV Out jack
2	Microphone jack*	6	Ethernet port
3	Headphone jack	7	Phone line jack
4	Volume control	8	i.LINK® (IEEE 1394) S400 port

* There is a protruding dot on the left side of the Microphone jack to further distinguish it from other jacks and ports. Do not connect a microphone to the Headphone jack.



Only connect 10BASE-T and 100BASE-TX cables to the Ethernet port. Do not connect any other type of network cable or any telephone line. Connecting cables other than those listed above may result in an electric current overload and could cause a malfunction, excessive heat, or fire in the port. To connect the unit to the network, contact your network administrator.

Right



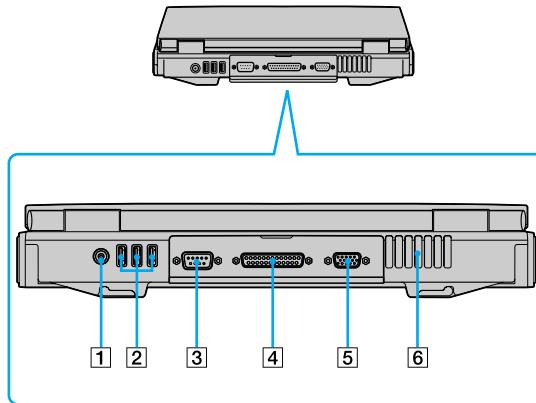
1	Wireless On/Off switch*	5	Eject button
2	Help button	6	Multipurpose Bay†
3	Power button	7	Battery bay
4	CD-RW/DVD Combo Drive	8	Center Jog Dial™ control and Back button

* Wireless LAN functionality is available on selected models only. The computer you purchased may not come with this switch.

† This Multipurpose Bay can house either the removable Floppy Disk Drive Bay unit, Compact Woofer Bay unit, or the internal Ten-Key Bay unit.

 The Help button enables you to access VAIO Help and Support instantly.

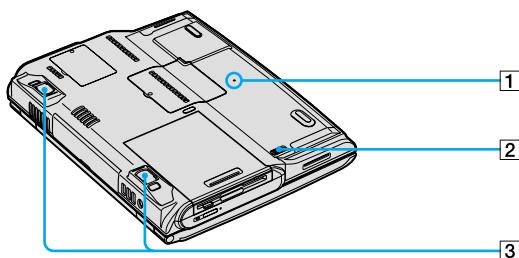
Back



1	⎓ DC In port	4	Printer (parallel) port
2	Ψ USB ports	5	Monitor (VGA) port
3	Serial port	6	Air vent

There is a air vent located on the back panel. Do not cover this vent when your computer is on.

Bottom



- 1** Reset button
- 2** Release switch
- 3** Tilt stands

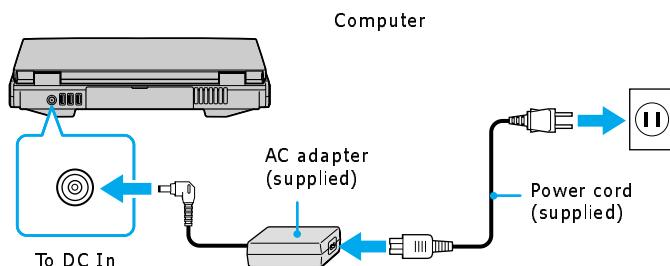
Connecting a Power Source

You can use either AC power or a rechargeable battery pack as a power source.

Using the AC adapter

- 1 Plug the cable attached to the AC adapter into the DC In port on the computer.
- 2 Plug one end of the power cord into the AC adapter.
- 3 Plug the other end of the power cord into an AC outlet.

Connecting the AC adapter



Notes on the AC adapter

- ❑ Your computer operates on 100V-240V AC 50/60 Hz.
- ❑ Do not share the AC outlet with other power-consuming equipment, such as a copy machine or shredder.
- ❑ You can purchase a power strip with a surge protector. This device prevents damage to your computer caused by sudden power surges such as those that may occur during an electrical storm.
- ❑ Do not place heavy objects on the power cord.
- ❑ To disconnect the cord, pull it out by the plug. Never pull the cord itself.

- ❑ Unplug your computer from the wall outlet if you will not be using the computer for a long time.
- ❑ The LED indicator on the AC adapter may be turned on until the AC adapter is unplugged from your computer.
- ❑ When the AC adapter is not used, unplug it from the AC outlet.
- ❑ Use only the AC adapter supplied. Do not use any other AC adapter.

Using battery power

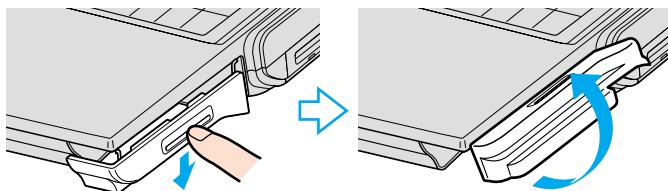
You can use one battery pack as a source of power. The battery pack that comes with your computer is not fully charged at the time of purchase. Follow the steps below to insert and charge the battery pack.

To insert the battery pack

- 1 Push the battery bay cover down to open it.

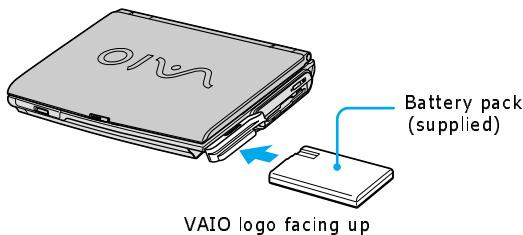
 The battery bay cover swings out but does not detach.

Battery bay



- 2 Insert the battery pack into the battery bay on the right side of the computer.

Inserting battery pack



- 3 Lift the battery bay cover up until it clicks.

To charge the battery pack

- 1 Connect the AC adapter to the computer.
- 2 Insert the battery pack.

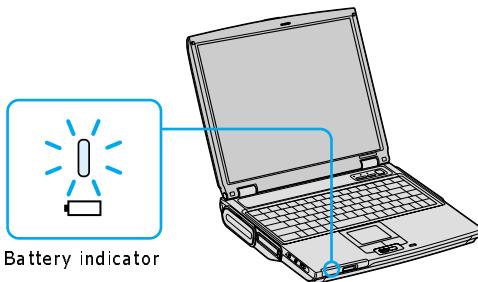
The computer automatically charges the battery. The battery indicator flashes in a double-blink pattern as the battery charges.

- 3 When the battery is 85 percent full, the battery indicator turns off. This process takes several hours when your computer is using AC power.



To charge the battery completely, continue charging for an additional hour. See “Displaying Battery Information” in the online VAIO® Computer User Guide for more information.

Battery indicator



Battery Indicator Description

	Indicates the status of the battery pack in the battery bay.
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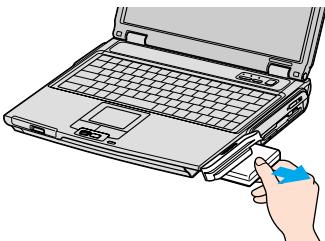
Battery Indicator

<i>Status</i>	<i>Description</i>
On	The computer is using battery power.
Single blink	The battery is running out of power.
Double blink	The battery is charging.
Off	The computer is using AC power.

To remove the battery pack

- 1 Push the battery bay cover down to open it.
- 2 Pull out the battery pack.

Removing the battery pack



3 Push in and lift up the battery bay cover until it clicks.



You will lose data if you remove the battery pack while the computer is on and not connected to the AC adapter, or if you remove the battery while the computer is in a power saving mode.

Notes on the battery

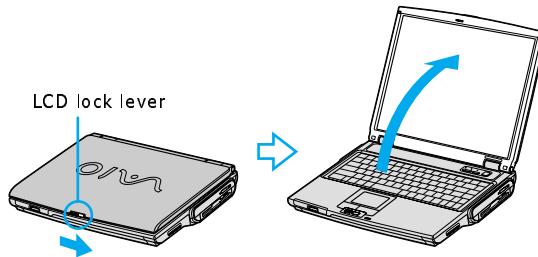
- To determine the remaining battery charge, see “Displaying Battery Information” in the online VAIO® Computer User Guide for more information.
- When the battery power is running low, both the battery and power indicators blink.
- When the computer is directly connected to AC power and has a battery pack in the battery bay, it uses power from the AC outlet.
- Keep the battery pack in the computer while it is directly connected to AC power. The battery pack continues to charge while you are using the computer.
- If the battery level falls below 10 percent, you should either attach the AC adapter to recharge the battery, or turn off your computer and insert a fully charged battery.
- You can extend battery life by changing the power management modes in the PowerPanel™ utility. See “Using Power Saving Modes” in the online VAIO® Computer User Guide for more information.

- ❑ The battery pack supplied with your computer is a lithium-ion battery and can be recharged at any time. Charging a partially discharged battery does not affect battery life.
- ❑ For some software applications and some peripheral devices, your computer may not enter Hibernate mode when the battery life is low. To avoid loss of data when using battery power, you should save your data frequently and manually activate a power management mode, such as Standby or Hibernate.
- ❑ Never leave the battery pack in temperatures above 140° F (60° C), such as under direct sunlight or in a car parked in the sun.
- ❑ Battery life is shorter in a cold environment. This is due to decreased battery efficiency at low temperatures.
- ❑ Charge the batteries at temperatures between 50° F and 80° F (10° C to 30° C). Lower temperatures require a longer charging time.
- ❑ While the battery is in use or being discharged, the battery pack heats up. This is normal and is not cause for concern.
- ❑ Keep the battery pack away from all sources of heat.
- ❑ Keep the battery pack dry.
- ❑ Do not open or try to disassemble the battery pack.
- ❑ Do not expose the battery pack to any mechanical shock.
- ❑ If you are not using the computer for an extended period of time, remove the battery pack from the computer to prevent damage to the battery.
- ❑ If, after fully charging the battery pack, the battery power is still low, the battery pack may be reaching the end of its life and should be replaced.
- ❑ If you have not used the battery pack for a considerable amount of time, recharge the battery.

Starting Your Computer

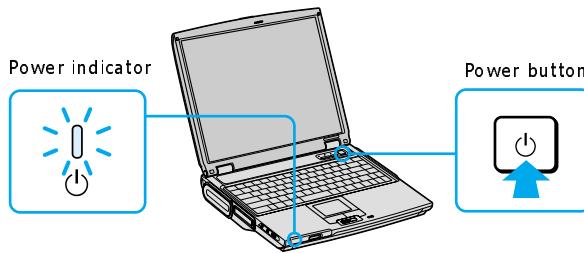
- 1 Slide the LCD lock lever in the direction of the arrow, and lift the cover.

Opening the computer



- 2 Press the power button on top of the computer until the green power indicator turns on.

Power button



 If you hold the power button down for more than four seconds, the computer turns off.

- 3 If necessary, adjust the brightness controls for the LCD display as follows:
 - ❑ To increase brightness, press Fn+F5 then the up or right arrow key.
 - ❑ To decrease brightness, press Fn+F5 then the down or left arrow key.

Turning Off Your Computer



To avoid potential loss of data, follow these steps to turn off your computer.

- 1 Click Start on the Windows taskbar.
- 2 Click Turn Off Computer at the bottom of the Start menu to display the “Turn off computer” dialog box.
- 3 Select Turn Off.



Respond to any prompts warning you to save documents.

- 4 Wait for your computer to turn off automatically. The computer is off when the power indicator turns off.
- 5 Turn off any peripherals connected to your computer.



During a period of inactivity, you can conserve battery life by using Standby mode. See “Controlling Power Management” in the online VAIO® Computer User Guide for more information.

If you are unable to turn off your computer.

- 1 Close or end all operations as follows:
 - ❑ Close all applications.
 - ❑ Remove the PC Card.
 - ❑ Disconnect USB devices.
- 2 Press the Crtl+Alt+Delete keys simultaneously. When the Windows Task Manager screen appears, click Shut Down, and click Turn Off.



If you are still unable to turn off the computer, press the power button and hold it for more than four seconds. This operation may result in data loss.

Software and Support Information

Your VAIO® computer is ready to help you work, play, learn, and communicate as soon as you turn it on. This section provides you with information on the wide variety of software applications installed on your computer:

- Software Overview
- Software Support Information

Software Overview

Your computer may not be supplied with all of the software listed below, depending on the configuration you purchased. Preinstalled software may not be identical to retail versions, or include supporting documentation.

- ❑ **Adobe® Acrobat® Reader®** — Adobe Systems Inc.
- ❑ **Adobe® Photoshop® Elements**^{*} — Adobe Systems Inc.
- ❑ **Adobe® Photoshop® Elements Trial Version**^{*} — Adobe Systems Inc.
- ❑ **Adobe® Premiere® LE**^{*} — Adobe Systems Inc.
- ❑ **America Online®** — America Online, Inc.
- ❑ **AT&T WorldNet® Service** — AT&T Corp.
- ❑ **DigitalPrint** — Sony Electronics Inc.
- ❑ **DVgate™** — Sony Electronics Inc.
- ❑ **EarthLink Network Total Access®** — EarthLink, Inc.
- ❑ **EverQuest®**^{*} — Sony Online Entertainment Inc.
- ❑ **Microsoft® Office XP Small Business Edition**^{*} — Microsoft Corp.
- ❑ **Microsoft® Office XP Professional**^{*} — Microsoft Corp.
- ❑ **Microsoft® Word**^{*} — Microsoft Corp.
- ❑ **MovieShaker™** — Sony Electronics Inc.
- ❑ **PC-Cillin® 2000** — Trend Micro, Inc.
- ❑ **PicoPlayer™** — Sony Electronics Inc.
- ❑ **Quicken® 2002 New User Edition**[†] — Intuit Inc.
- ❑ **QuickTime®** — Apple Computer, Inc.
- ❑ **RealPlayer®** — RealNetworks, Inc.
- ❑ **Smart Capture** — Sony Electronics Inc.
- ❑ **SonicStage™** — Sony Electronics Inc.
- ❑ **Sony ScreenBlast™ ACID**^{*} — Sony Pictures Digital Entertainment
- ❑ **Sony ScreenBlast™ Sound Forge®**^{*} — Sony Pictures Digital Entertainment

* On selected models.

† Existing users may be required to pay an upgrade fee.

- ❑ **Sony on Yahoo!** — Yahoo! Inc.
- ❑ **VAIO Support Agent** — Sony Electronics Inc.
- ❑ **WinDVD®** — InterVideo, Inc.

Software Support Information

Adobe® Acrobat® Reader®, Photoshop® Elements, Premiere® LE (Adobe Systems Inc.)

Web site	http://www.adobe.com
e-mail	techdocs@adobe.com
telephone	206-675-6126 (fee-based support)
fax	206-628-5737
hours	M-F, 6 A.M.-5 P.M. (Pacific time)

Adobe® Photoshop® Elements Trial Version (Adobe Systems Inc.)

Web site	http://www.adobe.com
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EverQuest® (Sony Online Entertainment Inc.)

Web site(s)	http://www.everquest.com
e-mail	eqtech@soe.sony.com
telephone	858-831-9143
hours	M-F, 8:30 A.M.-5:30 P.M. (Pacific time)

Microsoft® Windows® Operating System, Office XP, Word (Microsoft Corp.)

Web site	http://www.sony.com/pcsupport
telephone	888-4SONYPC (888-476-6972)*
hours	7 days a week, 24 hours a day

* Support from 1-888-4-SONY-PC is free of charge for 90 days after the original date of purchase.

PC-Cillin® 2000 (Trend Micro, Inc.)

Web site	http://www.antivirus.com/pc-cillin/support
telephone	510-859-0308; 900-820-8324*
hours	M-F, 8 A.M.-5 P.M. (Pacific time)

* Support from 510-859-0308 is free of charge, but subject to delays. Support from 900-820-8324 is fee-based, but offers immediate response.

Quicken® 2002 New User Edition (Intuit Inc.)

Web site	http://www.intuit.com/support
telephone	900-555-4932; 800-644-3193*
hours	M-F, 5 A.M.-5 P.M. (Pacific time)

* Support from 900-555-4932 is fee-based. Support from 800-644-3193 is automated and free of charge.

QuickTime® (Apple Computer, Inc.)

Web site	http://www.apple.com
telephone	800-275-2273
hours	M-F, 6 A.M.-6 P.M. (Pacific time)

RealPlayer® (RealNetworks, Inc.)

Web site	http://service.real.com/rjoptions.html
e-mail	http://service.real.com/help/call.html (online email form)

Sony Applications (Sony Electronics Inc.)

Web site	http://www.sony.com/pcsupport
telephone	888-4-SONY-PC (888-476-6972)*
hours	7 days a week, 24 hours a day

* Support from 1-888-4-SONY-PC is free of charge for 90 days after the original date of purchase.

Sony ScreenBlast™ ACID, Sony ScreenBlast™ Sound Forge® (Sony Pictures Digital Entertainment)

Web site	http://www.sonicfoundry.com/support
e-mail	support@sonicfoundry.com
telephone	900-407-6642 (fee-based support)
fax	608-256-7300
hours	M-F, 9 A.M.-5 P.M. (central time)

WinDVD® (InterVideo, Inc.)

Web site	http://www.intervideo.com
telephone	510-651-0888

Sony Service Center

For the Sony Service Center nearest you, call 1-888-4-SONY-PC
(1-888-476-6972) or find Sony Customer Service on the Web at
<http://www.sony.com/pcsupport>.

Using the Recovery CDs

This section provides you with details on your Sony Application Recovery and System Recovery CDs.

- Application and System Recovery CDs
- Using Your Recovery CDs

Application and System Recovery CDs

Your computer comes with the following Application Recovery and System Recovery CDs. You will need an optical disc drive (supplied with selected models) to use these recovery CDs. If your computer does not come with an optical disc drive, use an external optical disc drive.

Application Recovery CD(s)

Sony Electronics Inc.

This CD enables you to reinstall individual applications and device drivers if they become corrupted or are erased.

System Recovery CD(s)

Sony Electronics Inc.

This CD enables you to restore the operating system and software that shipped with your computer if they become corrupted or are erased. This CD restores your computer to its original factory settings, so user data and applications installed since you started using your computer will be lost.

 For models that come with a docking station, make sure you connect the docking station to the computer before using the recovery CDs.

Using Your Recovery CDs

The following sections describe how to use the Application Recovery and System Recovery utilities.

To use the Application Recovery CD(s)

The Application Recovery CD utility enables you to reinstall individual software applications, device drivers, and to repair software applications if they become corrupted or are erased. Reinstalling an individual software application or device driver may correct a problem you are experiencing with your computer, peripheral hardware, or software. You may not need to reinstall the entire contents of your hard drive. To reinstall all the software titles that shipped with your computer, use the System Recovery CD(s). See “To use the System Recovery CD(s)” for more information.

 You must be in a Windows® operating system to run the Application Recovery CD utility.

Reinstalling software applications with the Application Recovery CD(s)

- 1 Turn on your computer. If your computer is already on, close all open applications.
- 2 When the Windows desktop appears, insert Sony Application Recovery CD No. 1 into your computer’s optical disc drive. The Application Recovery utility loads automatically.
- 3 When the Application Recovery menu appears, select the icon for the application you want to restore, and then follow the on-screen instructions to complete the recovery process.

 Your system may include one or more Application Recovery CDs. If you have more than one Application Recovery CD, insert the first CD to run the Application Recovery program. You may be prompted to insert the next CD, depending on the application you wish to restore.

Reinstalling device drivers with the Application Recovery CD(s)

- 1 Turn on your computer. If your computer is already on, close all applications.
- 2 When the Windows desktop appears, insert Application Recovery CD No. 1 into the optical disc drive.
- 3 Click Start in the Windows taskbar and click Control Panel. The Control Panel window appears.
- 4 Click Performance and Maintenance and click System. The System Properties dialog box appears.
- 5 From the Hardware tab, click Device Manager.
- 6 Click to select the unknown device or the device that requires the driver installation. The unknown device(s) is identified by a yellow question mark.
- 7 From the Action menu, click Uninstall. This removes the device driver from your system. Click OK. Repeat for each device driver as necessary.
- 8 Restart your computer. Click Start in the Windows taskbar, select Turn Off Computer, and then click Restart.
- 9 When the desktop appears, the Windows operating system automatically reinstalls the device driver(s) from the Application Recovery CD.



Your system includes one or more Application Recovery CDs. Insert Application Recovery CD No. 1, to start the application or driver recovery process. You are prompted to insert the next CD(s), depending on the software application or driver you wish to restore.

If you have any questions about using the Application Recovery CD(s), visit <http://www.sony.com/pcsupport>, or contact Sony Customer Support at 1-888-4-SONY-PC.

To use the System Recovery CD(s)

The System Recovery CD(s) enables you to format your hard disk drive and restores all original software applications. Your computer is returned to the original factory settings.



The System Recovery process removes all software that you may have installed since you started using your computer. Reinstall any applications that were not included with the computer when you purchased it.

You can use the System Recovery CD(s) to reinstall the operating system and software titles that shipped with your computer if they become corrupted or are erased. You may not need to reinstall the entire contents of your hard drive. If you experience a problem with your computer, reinstalling an individual device driver or software title may correct the problem. Use the Application Recovery CD(s) to reinstall individual applications and to reinstall device drivers. See “To use the Application Recovery CD(s)” for more information.

The System Recovery CD(s) contains a backup copy of all the software originally installed on your hard disk drive. It can be used only to recover the hard disk of the computer you purchased.

System Recovery options

- System Drive Recovery** — All data on Drive C is deleted. The factory default settings and software applications are restored on this drive only.
- Change Partition Size** — All partitions, custom installations, and changes are removed from the hard disk drive. You can set the partition sizes for both the Drive C and Drive D. The original, preinstalled operating system and software applications are restored.
- Recovery to Original Factory Defaults** — All data and partitions are removed from the hard disk drive. All original factory settings, operating system, and preinstalled software is restored.



The System Recovery utility does not back up your system’s data. If you wish to retain your system data, perform a backup to an external media.

Using the System Recovery CD(s)

Your system may take a few minutes to load necessary files. A blue screen appears during the downloading process.

- 1 Insert the Sony System Recovery CD in the optical disc drive. The System Recovery utility starts from the optical disc drive. The first CD must be in the drive when you turn on the computer.
- 2 Shut down your computer as described in the “Shutting Down Your Notebook” section of your supplied Quick Start.
- 3 Wait 30 seconds and turn on your computer.
- 4 The VAIO System Recovery Utility dialog box appears. Click Next.
- 5 At the pop-up prompt, select Yes to begin the system recovery process. Follow the on-screen instructions.

If your computer does not start from the Recovery CD

- 1 Press the power button and hold it for more than four seconds to turn off the computer.
- 2 Turn on the computer. When the Sony logo is displayed, press the F2 key. The BIOS setup menu screen appears.
- 3 Press the arrow keys to select the Exit menu.
- 4 Press the arrow keys to select “Get Default Values” and then press the Enter key. The message “Load default values for all SETUP items.” appears.
- 5 Make sure “Yes” is selected, and press the Enter key.
- 6 Press the arrow keys to select “Save and Exit,” and press the Enter key. The message “Save configuration changes and exit now?” appears.
- 7 Make sure “Yes” is selected, and press the Enter key. The computer restarts from the Recovery CD.

 Your system may include one or more System Recovery CDs. If you have more than one System Recovery CDs, insert the first CD to run the System Recovery program. You are prompted to insert the second CD once the information from the first CD has been installed.

The recovery process takes from 30 to 60 minutes to complete.

After recovering your system using the System Recovery CD(s), you may be prompted to insert your Application Recovery CD(s) after restarting the Windows operating system. Insert the Application Recovery CD to automatically complete recovery of your system.

Troubleshooting

This section describes how to solve some basic problems you may encounter when using your computer. For more troubleshooting topics refer to the online VAIO® Computer User Guide. Many problems have simple solutions, so refer to these sources before you contact Sony Computing Support (<http://www.sony.com/pcsupport>).

My computer does not start.

- ❑ Check that the computer is plugged into a power source and is turned on. Check that the power indicator on the computer's front panel shows the power is on.
- ❑ Check that the battery pack is inserted properly and is charged.
- ❑ Make sure the floppy disk drive is empty.
- ❑ Confirm that the power cord and all cables are connected firmly. See "Connecting a Power Source" for more information.
- ❑ If the computer is plugged into a power strip or uninterruptible power supply (UPS), make sure the power strip or UPS is turned on and working.
- ❑ If you are using an external display, check that it is plugged into a power source and turned on. Check that the brightness and contrast controls are adjusted correctly. See the manual that accompanied your display for details.
- ❑ Take the battery pack off the computer, unplug the power cord and plug it in again. Turn on the power.
- ❑ If the power control button does not function, remove the AC adapter and battery pack. Wait one minute, and then reattach them and press the power button.
- ❑ Condensation may cause the computer to malfunction. If this occurs, do not use the computer for at least one hour.
- ❑ Unplug the power cord, press the reset button by using a thin, straight object (such as a paper clip), remove the battery pack, plug it in again and turn on the power.

My computer starts but a BIOS error appears.

- ❑ When the internal backup battery is low on power, your system may not start properly, and the message “Press <F1> to resume, <F2> to setup” may appear at the bottom of the screen. Follow these steps:
 - 1 Press F2. The BIOS Setup menu appears.
 - 2 Set the date (month/day/year) next to System Date.
 - 3 Press the Down Arrow  key to select System Time, and then set the time (hour: minute: second).
 - 4 Press the Right Arrow  key to select the Exit tab, and then press the Down Arrow  key to select Get Default Values. The message “Load default values for all SETUP items” appears.
 - 5 Press Enter. The Setup Confirmation window appears.
 - 6 Make sure Yes is selected, and then press Enter.
 - 7 Make sure Exit (Save Changes) is selected, and press Enter. The Setup Confirmation window appears.
 - 8 Make sure Yes is selected, and press Enter. The computer restarts.

 If this occurs on a regular basis, contact Sony Computing Support (<http://www.sony.com/pcsupport>).

My computer starts, but the message “Operating system not found” appears, and Windows does not start.

- ❑ Make sure there is no disk in the floppy disk drive (non-bootable).
- ❑ If a non-bootable floppy disk is in the drive, follow these steps:
 - 1 Turn off the computer, and remove the floppy disk.
 - 2 Restart the computer and confirm that the Microsoft® Windows® operating system starts properly.
- ❑ If Windows still does not start, follow these steps to start the BIOS:
 - 1 Turn off the computer.
 - 2 Remove any peripheral devices connected to the computer.
 - 3 Restart the computer.

- 4 Press F2 when the Sony logo appears. The BIOS setup menu window appears.
- 5 Press the Right Arrow → key to select the Exit menu.
- 6 Press the Down Arrow ↓ key to select Get Default Values, and then press Enter. The message “Load default configuration now?” appears.
- 7 Press Enter. The Setup Confirmation window appears.
- 8 Make sure Yes is selected, and then press Enter.
- 9 Make sure Exit (Save Changes) is selected, and press Enter. The Setup Confirmation window appears.
- 10 Make sure Yes is selected, and press Enter. The computer restarts.

If your computer continues to display the message “Operating system not found,” and Windows® does not start, use your supplied System Recovery CD(s) to restore the software titles shipped with your computer. See “To use the System Recovery CD(s)” on page 36 for more information.



The System Recovery CD restores your computer to its original state, so user data and applications will be lost.

My computer stops responding or does not turn off.

It is best to turn off your computer using the Turn Off Computer command on the Windows Start menu. Using other methods, including those listed below, may result in loss of unsaved data.

- ❑ Click Start on the Windows® taskbar, select Turn Off Computer, and click Turn Off.
- ❑ If your computer does not turn off, press Ctrl+Alt+Delete simultaneously. When the Windows Task Manager window appears, click Shut Down, and click Turn Off from the drop-down list.
- ❑ If your computer still does not turn off, press and hold the power button for at least four seconds to turn off the power.
- ❑ Unplug the computer from the AC adapter, and remove the battery pack from your computer.

- ❑ If your computer stops responding while playing a CD or DVD, press Ctrl+Alt+Delete simultaneously. When the Windows Task Manager window appears, click Shut Down, and click Turn Off from the drop-down list.

 Pressing the Ctrl+Alt+Delete keys simultaneously or turning off the computer with the power button may result in data loss in files that are currently open.

The power management does not respond.

Your computer's operating system may become unstable if a lower power state, such as Hibernate, is initiated and changed before the computer completely enters the lower power state.

- ❑ To restore the computer to its normal operating stability
 - 1 Close all open applications.
 - 2 Restart the computer by pressing Ctrl+Alt+Delete simultaneously. When the Windows Task Manager window appears, click Shut Down, and click Restart from the drop-down list.
 - 3 If this procedure does not work, press and hold the power button for four seconds or longer to turn off the computer.

My LCD screen is blank.

- ❑ Verify the computer is plugged into a power source and is turned on.
- ❑ Verify the power indicator on the computer is on.
- ❑ Verify the battery pack is inserted properly and is charged.
- ❑ The computer may be in LCD (Video) Standby mode. Press any key to activate the screen.
- ❑ The display mode may be set to external display mode. Press and hold the Fn key while pressing F7 several times.

My mouse does not work.

- ❑ If you are using a USB mouse, verify the mouse is plugged into the USB port. See "Connecting a USB Device" in your online VAIO® Computer User Guide for more information.

- ❑ If you are still experiencing problems, use your supplied Application Recovery CD to reinstall the mouse drivers. See “To use the Application Recovery CD(s)” on page 35 for more information.

My touch pad does not work properly.

- ❑ You may have disabled the touchpad without connecting a mouse to the computer. To enable the touch pad:
 - 1 Press the Windows key, and then press the Up Arrow \uparrow key to select All Programs.
 - 2 Press Enter.
 - 3 Press the Down Arrow \downarrow key to select Sony Notebook Setup, and press Enter.
 - 4 Make sure Sony Notebook Setup is selected, and press Enter.
 - 5 Press the Right Arrow \rightarrow key to select the Touchpad tab.
 - 6 Press the Tab key to select Enable Touchpad, and press Enter.
- ❑ Restart the computer to activate the touchpad again.
- ❑ If your touchpad is interpreting a single tap as a double-click, adjust the button assignments. Follow these steps:
 - 1 Press the Windows key, and press the Up Arrow \uparrow key to select All Programs. Press Enter.
 - 2 Press the Down Arrow \downarrow key to select Sony Notebook Setup, and press Enter.
 - 3 Make sure Sony Notebook Setup is selected, and press Enter.
 - 4 Press the Right Arrow \rightarrow key to select the Touchpad tab, and press Alt+S simultaneously.
 - 5 Make sure the Buttons tab is open, and press the Up \uparrow and Down Arrow \downarrow keys to change the button assignments.
 - 6 Press Enter to save your changes and close the dialog box.
- ❑ If you are still experiencing problems, check that another mouse was not installed.

- ❑ You may need to use your Application Recovery CD(s) to reinstall the mouse drivers. See “To use the Application Recovery CD(s)” on page 35 for more information.

The pointer does not move when I use the Touchpad or Mouse.

- ❑ You should restart your computer. Follow these steps:
 - 1 Press the Windows key.
 - 2 Press U. The Turn off computer window opens.
 - 3 Press R to restart the computer.
- ❑ If the computer does not restart,
 - 1 Press Ctrl+Alt+Delete simultaneously. The Windows Task Manager window appears.
 - 2 Press Alt to highlight the menu bar, and press the Right Arrow → key to select Shut Down.
 - 3 Press Enter.
 - 4 Press R to restart the computer.
- ❑ If you still cannot restart your computer, press and hold the power button for more than four seconds to shut down the computer.
- ❑ If the pointer does not move while playing a disc, press Ctrl+Alt+Delete simultaneously to stop playback and restart the computer.
- ❑ If you are still experiencing problems, make sure another mouse was not installed.
- ❑ You may need to use your supplied Application Recovery CD(s) to reinstall the touchpad or mouse drivers. See “To use the Application Recovery CD(s)” on page 35 for more information.

Getting Help

Sony provides you with several support resources to answer questions about your VAIO® computer or the preinstalled software. Refer to these resources in the order they are listed.

Support Options

If you have questions about your computer or the preinstalled software, refer to the following sources for answers in the sequence listed below.

1 VAIO® Computer User Guide

The online VAIO® Computer User Guide and the printed VAIO® Computer Quick Start provide you with information on how to maximize your computer capabilities and solve common problems. You can also push the Help button located on the top right corner of your computer to access VAIO® Help and Support.

2 Software Manuals and Online Help Files

The software preinstalled on your notebook may come with an online manual. These manuals are stored on the hard disk drive as online Help files. You can find the Help files from the Help menu under the specific software application. Some software applications may come with a printed manual.

3 Operating System Online Support

Your computer comes preinstalled with Microsoft® Windows®. For operating system support, you can access Microsoft® customer support at: <http://support.microsoft.com/directory/>.

4 VAIO Support Agent

You can find VAIO Support Agent by clicking Start and selecting Help and Support. Using advanced diagnostic technology, Sony's VAIO Support Agent runs scheduled protections of your applications, network settings, and other important software settings. When your software is protected, you can use VAIO Support Agent to repair software problems by restoring your software to any of the previously protected states.

5 Sony Computing Support

This service provides instant access to information on commonly encountered problems. Enter a description of your problem and the Knowledge Database searches for the corresponding solutions online.

You can access Sony Computing Support at:

<http://www.sony.com/pcsupport>.

6 Sony Fax-on-Demand

This service, which requires a fax machine or your fax software, provides answers to commonly asked questions. You can use this automated service to request a list of available topics, and select the topics that you want to receive. To contact the Sony fax-on-demand service, call: 1-888-4-SONY-PC (1-888-476-6972).

7 Sony Customer Support

Sony and Microsoft software support is available free of charge for 90 days after the original date of purchase. You can call and speak with a Sony Customer Support Representative without using your computer by calling: 1-888-4-SONY-PC (1-888-476-6972).

8 Sony Service Center

For the Sony Service Center nearest you, call 1-888-4-SONY-PC (1-888-476-6972) or find Sony Customer Service on the Web at <http://www.sony.com/pcsupport>.

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<http://www.sony.com/vaio>

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